

CERTIFICATE OF TRANSMISSION

I hereby certify that this correspondence (along with any paper referred to as being attached or enclosed) is being submitted *via* the USPTO EFS Filing System on the date shown below to Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.

Date: March 17, 2009/Stacey Bussey/

Stacey Bussey

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re patent application of:

Applicant(s): Robert E. Tolbert

Serial No: 10/729,793

Filing Date: December 5, 2003

Examiner: Hussein A. El Chanti

Art Unit: 2457

Conf. No: 2248

Title: METHOD AND SYSTEM FOR AUTOMATED HANDLING OF SERVICE
PROBLEMS IDENTIFIED BY A WIRELESS DEVICE CUSTOMER

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

REPLY TO OFFICE ACTION DATED DECEMBER 24, 2008

Dear Sir:

Favorable reconsideration of the above-identified patent application is respectfully requested in view of the following comments.